

Using EDI Questionnaire

My name is _____ and I'm calling from INPUT, a Market Research Firm in California. We have a special research program in Electronic Data Interchange, and I understand you are using EDI. Is that correct?

If you have a few minutes, I'd like to ask you some questions which are designed to help improve EDI services and software. The results of our survey will be read by the companies offering EDI products. By the way, we won't be identifying you or your company in this survey, only the aggregate results. In exchange for your help, I'll send you a summary of our survey. Fair enough?

1. Can you tell me when you started using EDI?

- a. _____ this year (1988) b. _____ LAST year (1987)
c. _____ 1986 d. _____ 1985 or earlier

2. About how long did it take to you implement your EDI, once you got started?
_____ 3 months _____ 6 months
_____ longer—how long?: _____

3. Where there any particular problems that stick out in your mind regarding getting your EDI system up and running?

4. How did you go about IMPLEMENTING EDI? Did you:

- a. Contract with a THIRD PARTY to help implement your EDI system?

☐ yes ☐ no

(IF YES ASK:) Why did you take this approach?

[IF YES] Since you used a third party to help you implement EDI, was that third party:
[READ OPTIONS]

(i) _____ An independent consultant?

(ii) _____ A professional services firm?

(iii) _____ An industry association? [IF YES:]
WHO? _____

(iv) _____ A communications company, such as a value added network?

(v) _____ A Remote Computing Service?

(vi) _____ A financial services organization?

The first part of the paper discusses the importance of understanding the underlying mechanisms of the observed phenomena. This is followed by a detailed analysis of the data, which reveals several key findings. The results indicate that the proposed model is highly effective in capturing the essential features of the system under study. Furthermore, the analysis shows that the system exhibits a high degree of robustness and adaptability to various external factors. These findings are supported by a series of experiments and simulations, which demonstrate the model's ability to accurately predict the system's behavior under different conditions. The paper concludes by highlighting the potential applications of the proposed model and suggesting directions for future research.

[IF NO] Based on your answer, I assume your staff implemented the system
TOTALLY YOURSELF? Is that correct?

☐ yes ☐ no

5. Was your EDI **IMPLEMENTATION MANAGED BY THE FUNCTIONAL DEPARTMENT** (such as marketing or order entry), or did **INFORMATION SERVICES (IS) MANAGE** its implementation?

a. _____ IS b. _____ functional dept. c. _____ committee
d. _____ d/k e. _____ other answer: _____

6. Did you start using EDI in response to a major customer or customers, or did you do it for your own reasons?

_____ customers _____ own reasons:

What were those reasons? _____

Communications & Hardware Environment

7. What **TYPE OF COMPUTER** are you using for EDI? Is it a

a. _____ micro b. _____ a mini or c. _____ a mainframe?
d. _____ other
specify: _____

- 8a. Do you think that the computer equipment you're now using for EDI might **change** in the foreseeable future, say the next two or three years?

☐ yes ☐ no

- b. **WHY** would it change?

Comments: _____

- 9a. Are you doing EDI _____ **DIRECTLY WITH YOUR TRADING PARTNERS**
or do you go through _____ **A THIRD PARTY DATA NETWORK?**

- b. [IF THIRD PARTY NETWORK] Which network are your primarily using for EDI?

_____ AT&T
_____ GEISCO
_____ McDonnell Douglas' Tymnet
_____ Sterling Software's ORDERNET
_____ IBM Information Network
_____ Kleinschmidt
_____ other: _____

- 10a. On a scale of 1 -5 with five being "HIGHLY LIKELY," HOW LIKELY is it that you would **CHANGE YOUR CHOICE OF NETWORKS FOR EDI?**

1 2 3 4 5

b. WHY that rating? _____

11. On a scale of 1 -5 with five being "HIGHLY RATED," how would you rate the third party network in terms of:

a. Overall technical quality 1 2 3 4 5

b. Customer support 1 2 3 4 5

c. Price 1 2 3 4 5

d. Clearness of the bill 1 2 3 4 5

e. Do you have **any specific complaints** about the network you are now using?

- 12a. On our scale of 1-5, with 5 being HIGHLY IMPORTANT, how important is it for your network vendor to connect with another network. In other words, how important is it for you to send EDI documents to someone who subscribes to another network?

1 2 3 4 5

b. Why that rating?

- 13a. On a scale of 1-5, how important is it for you to be able to send a **hard-copy** of your EDI document to a trading partner, **THROUGH THE NETWORK...** in other words, have it printed and mailed to the recipient.

1 2 3 4 5

b. How about sending a document to a **FAX** machine... how important is this on the scale of 1-5.

1 2 3 4 5

c. Why did you rate these two, hardcopy and FAX, this way:

the 1990s, the number of people in the UK who are aged 65 and over has increased by 1.5 million, and the number of people aged 75 and over has increased by 1.2 million (Office for National Statistics 2000). The number of people aged 85 and over has increased by 0.5 million.

There is a growing awareness of the need to develop services to meet the needs of the ageing population. The Department of Health (1999) has set out a strategy for the future of health care for older people. The strategy is based on the following principles: (1) to ensure that older people have access to the services they need; (2) to ensure that services are of high quality; (3) to ensure that services are cost-effective; and (4) to ensure that services are sustainable.

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14. Could you tell me approximately how much you figure you've spent on EDI services last year? In other words, for using the network you described above?
\$_____.
-

15. As part of your **INTERNAL EDI development** work, I presume you directed some of your people to the project, correct?

☐ yes ☐ no

- a. Could you estimate the amount of effort this **internal development** work cost, in a dollar amount? An approximation would be fine. I will be asking about development work in systems linked to EDI, but first, I'd like to get a sense of the work associated with developing **ONLY your EDI capabilities**. \$_____ [IF CAN'T ESTIMATE DOLLAR AMOUNT] How about in terms of "man-days" or months of effort? _____(day/months/years - circle which).
- b. Now, we know that EDI can **stimulate** other development work, for example, on your purchasing system, order entry or accounts receivable systems. **Has EDI "stimulated" any other internal development work?** Y/N. [IF YES] Could you tell me a little bit about these projects? What systems were involved?_____
-

Can you estimate the dollar or "man-day" effort associated with these EDI "Stimulated" Projects: \$_____ or _____days/months/years.



Software

Next, I have a few questions about EDI Software.

- 16a. Did you **WRITE THE EDI SOFTWARE** yourself, did you **PURCHASE** it, OR did you **BUY A PACKAGE AND CUSTOMIZE IT**?
- (i) _____ Write (ii) _____ Purchase (iii) _____ Buy and Customize
- b. Why did you take this approach? _____

- c. If you purchased software, what vendor did you choose? _____

- d. Why did you choose this particular company? _____

17. Could we rate the importance of **software features**? On a scale of 1-5, with 5 being very important, how important is it for EDI software to:
- a. **BE INTEGRATED** with other business applications such as accounting, inventory, etc.
1 2 3 4 5
- b. Support **GRAPHICS**
1 2 3 4 5
- c. Be **EASILY USED** by non-computer users
1 2 3 4 5
- d. Have **ENCRYPTION** capabilities
1 2 3 4 5
- e. Be **EASILY UPGRADED** to new standards
1 2 3 4 5
- f. **ACKNOWLEDGE** successful transmission
1 2 3 4 5
- g. Report **EXCEPTIONS** clearly
1 2 3 4 5
- h. Have a **MAINTENANCE AGREEMENT** for updates/fixes
1 2 3 4 5



18. With regard to INTEGRATING EDI SOFTWARE with other applications such as accounting, or purchasing, which is more preferable:
- _____ To integrate the EDI software with your other applications YOURSELF.
 - _____ To hire a CONSULTANT OR PROFESSIONAL SERVICES firm to integrate the EDI software with your other applications, OR
 - _____ To buy NEW SOFTWARE for accounting, inventory, etc. with built-in EDI functionality.
19. What do you think is needed to make EDI software work more closely with your other applications?
-
-
-

20. What transactions are you now doing through EDI, and which do you plan to do via EDI, and in what time frame?

<u>Type of Document</u>	<u>Time Frame</u>			
	now	1989	3yrs	d/k
a. _____ Purchase Orders FROM customers	_____	_____	_____	_____
b. _____ Purchase Orders TO suppliers	_____	_____	_____	_____
c. _____ Invoices	_____	_____	_____	_____
d. _____ Bills of Lading	_____	_____	_____	_____
e. _____ Payments	_____	_____	_____	_____
f. Others _____	_____	_____	_____	_____
_____	_____	_____	_____	_____

- 21a. Do you think there are any additional transactions or information still needed from the EDI standards? Y/N
- b. How about any special needs in your industry that are not being addressed?
- c. Comments:
-
-
-

22. Could you estimate to be your GROWTH IN THE NUMBER OF EDI TRANSACTIONS, first between the end of 1986 and the end of last year (1987)?
_____ %



23. And how about your **EDI EXPECTATIONS FOR THIS YEAR**...what percentage of growth in transactions would you estimate? ____%
comments: _____

24. Have you done any **cost analysis**, on a **per-transaction** basis, of your **PAPER BASED** systems for purchase order processing, invoicing or other routine paperwork of this nature? (If yes: What did you find out?)

25. Have you done any analysis of the cost, on a per transaction basis, of any **EDI** transactions? (If YES: What did you find out?)

26. With approximately how many other companies do you exchange **EDI TRANSACTIONS**:
a. 1-5
b. 6-10
c. 11-20
d. 21-30
e. 31-40
f. 41-50
g. 50+ how many: _____
27. Do you have any estimate of how many additional companies you will be adding to your **EDI THIS COMING YEAR**?
a. 1-5
b. 6-10
c. 11-20
d. 21-30
e. 31-40
f. 41-50
g. 50+ how many: _____

Issues

This Final Part of the Survey Deals with EDI Issues and Concerns. Do you have just a few more moments?

28. Let me read you a list of issues and problems which we believe people may be concerned about, and ask you for a rating, again on a 1-5 scale, with "5" being "a serious concern" and 1 being "not a serious concern" and get your reaction:

How much of a concern are:

- a. The actions of your **COMPETITORS** with regards to EDI
1 2 3 4 5



- b. Concerns about the ENTIRE SYSTEM including hardware and software which you may install
1 2 3 4 5
- c. Concerns about the COST of Using EDI
1 2 3 4 5
- d. Network/Data SECURITY
1 2 3 4 5
- e. Software MAINTENANCE
1 2 3 4 5
- f. INTERNATIONAL EDI capabilities, that is, the ability to do business with people in other countries
1 2 3 4 5
- (e.i.) Are you doing any international trading now?
☐ yes ☐ no
- g. Changing BUSINESS PRACTICES, for example managing the change from paper forms to electronic forms
1 2 3 4 5
- h. RELIANCE on ONE VENDOR or Service
1 2 3 4 5
- i. VENDOR VIABILITY
1 2 3 4 5
- j. EDI STANDARDS and COMPATIBILITY
1 2 3 4 5
- k. OTHER CONCERNS? _____
1 2 3 4 5
- l. _____
1 2 3 4 5

THAT CONCLUDES OUR FORMAL INTERVIEW. Is there anything else you think we should consider in our report on electronic data interchange? Are there any colleagues at other companies we might call?

Name: _____ Phone: _____

Thank you very much for your help. Your comments are appreciated, and will help make our report most informative and valuable. We should have the executive summary out to you within 6-8 weeks. Can I verify your address and a little about your company?

[INTERVIEWER: COMPLETE COVER PAGE REGARDING SALES REVENUES, NUMBER OF EMPLOYEES AND INDUSTRY SECTOR.]

Thanks again.

INTERVIEWER: PLEASE EVALUATE THIS RESPONDENT:

- a. _____ very helpful b. _____ somewhat helpful c. _____ not helpful

